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GOVERNANCE & AUDIT COMMITTEE AGENDA

Membership: Councillor Smith K (Chairman)

Councillors Davis, Lenaghan, Mackey, Pike and Rees

Meeting: Governance & Audit Committee

Date: Wednesday 21 September 2016

Time: 5.00 pm

Venue: Hollybank Room, Public Service Plaza, Civic Centre Road,
Havant, Hants PO9 2AX

The business to be transacted is set out below:

Nick Leach
Monitoring Officer

13 September 2016

Contact Officer: Nicholas Rogers 023 9244 6233
Email: nicholas.rogers@havant.gov.uk

	Page
1 Apologies	
To receive apologies for absence.	
2 Minutes	1 - 2
To confirm the minutes of the Governance and Audit Committee held on 29 June 2016.	
3 Matters Arising	
To consider any matters arising from the minutes of the previous meeting.	
4 Declarations of Interest	

5	Chairman's Report	
6	External Audit Results Report 2015/16	To Follow
7	Statement of Accounts and Letter of Representation 2015/16	To Follow
8	Internal Audit Progress Report	3 - 14
	To note the Internal Audit Progress Report	
9	Local Government Ombudsman (LGO) - Annual Review Letter 2016	15 - 24
	To note the Local Government Ombudsman Annual Review Letter 2016.	
10	Monitoring Officer's Update	
	To receive a verbal update from the Monitoring Officer.	

GENERAL INFORMATION

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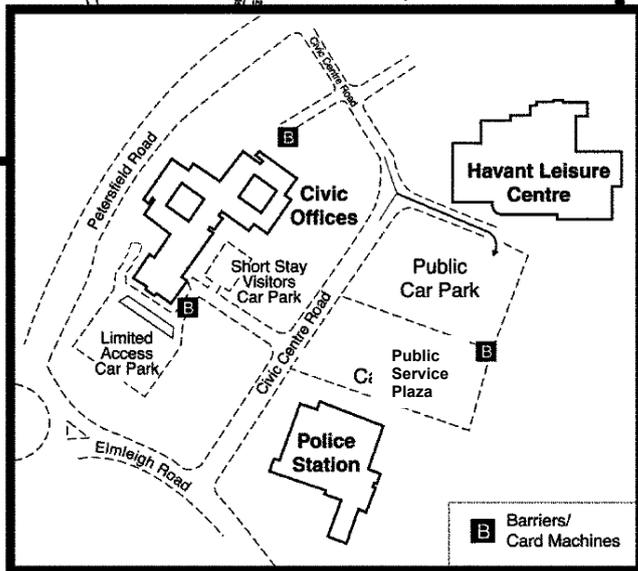
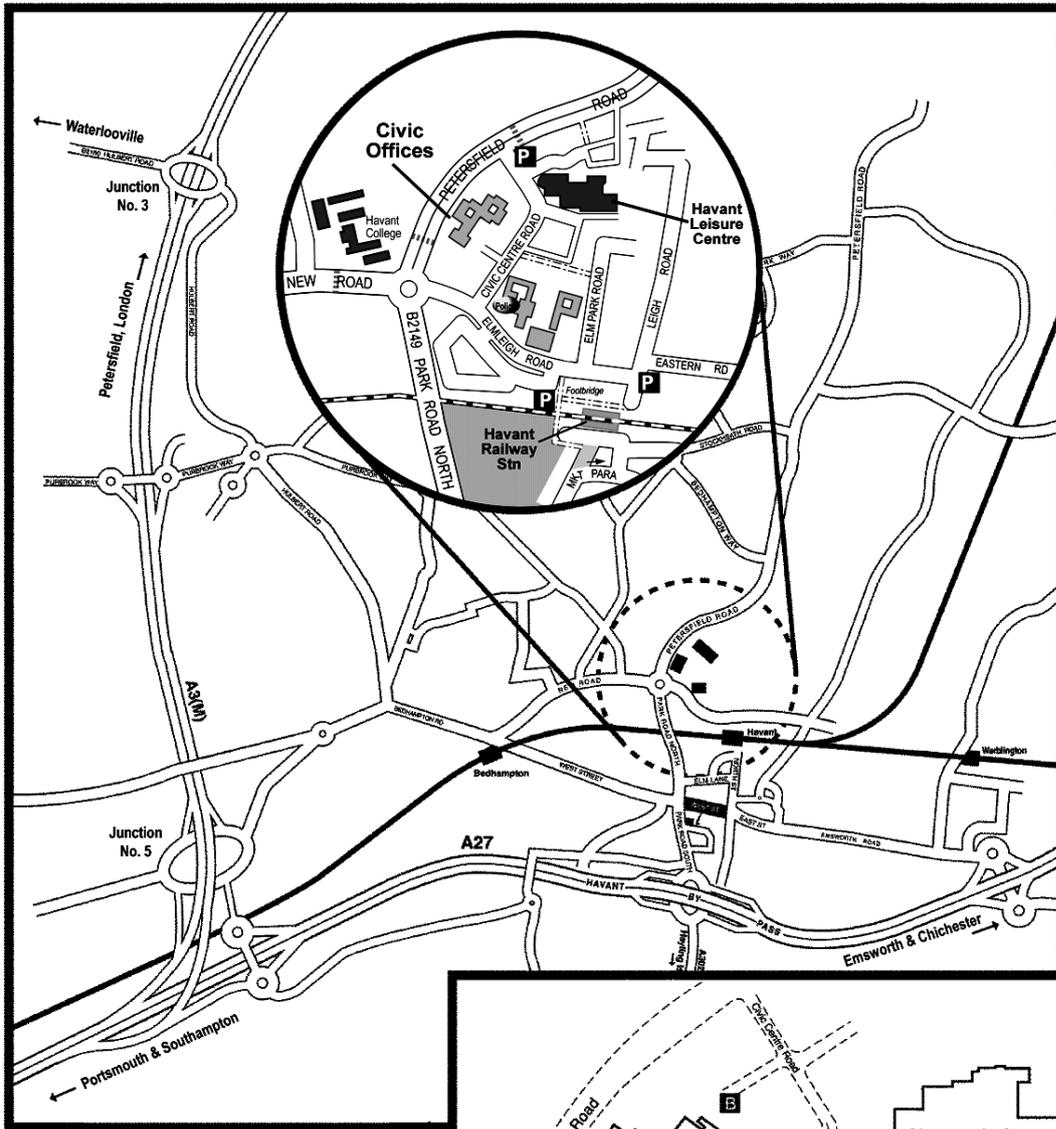
PROTOCOL AT MEETINGS – RULES OF DEBATE

Rules of Debate

- Councillors must always address each other as “Councillor ...” and must always address the meeting through the Chairman;
- A motion must relate to the business included on the agenda or accepted by the meeting as urgent business
- A motion must be proposed and seconded before it is debated until it is either accepted or rejected by a vote;
- An amendment can be proposed to the original motion and this must be seconded before it is debated;
- An amendment cannot be considered if it is inconsistent with an amendment previously adopted or repeats an amendment previously rejected;
- The mover of an original motion may, with the consent of the mover of an amendment, incorporate an amendment into the motion;
- Only one amendment may be moved at a time. No further amendments can be moved until the previous amendment has been dealt with;
- Each amendment must be voted on separately;
- If an amendment is carried, the amended motion becomes the substantive motion to which further amendments may be moved;
- If an amendment is lost, other amendments may be moved to the original motion.
- The mover may withdraw an amendment at any time
- After an amendment has been carried, the Chairman will read out the amended (substantive) motion, before accepting any further amendment, or if there are none, put it to the vote.

Voting

- Voting may be by a show of hands or by a ballot at the discretion of the Chairman;
- Councillors may not vote unless they are present for the full duration of the item;
- Where there is an equality of votes, the Chairman may exercise a second (casting) vote;
- Two Councillors may request, before a vote is taken, that the names of those voting be recorded in the minutes
- A recorded vote will always be taken in respect of approval of the Annual Budget
- Councillors may not vote unless they are in the meeting for the full debate on any particular item
- A Councillor may request that his/her vote be recorded in the minutes



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HAVANT BOROUGH COUNCIL

At a meeting of the Governance & Audit Committee held on 29 June 2016

Present

Councillor Smith K (Chairman)

Councillors Davis, Mackey, Pike, Rees and Lenaghan

45 Apologies

No apologies for absence were received.

46 Minutes

RESOLVED that the minutes of the meeting of the Governance and Audit Committee held on 2 March 2016 be approved as a correct record.

47 Matters Arising

The Committee requested clarification on the audit processes for the NORSE JVC.

48 Declarations of Interest

There were no declarations of interest from any of the members present.

49 Chairman's Report

The Chairman welcomed new members to the Committee.

50 External Audit Papers

The Committee considered the paper presented by Ernst and Young LLP. Ian Young of Ernst and Young LLP joined the meeting for the debate on this item and answered members' questions in connection with the report.

The Audit Plan set out how the external auditors intended to carry out their responsibilities and provided the Committee with a basis to review their proposed audit approach and scope for the 2015/16 audit. The plan also outlined the overall evaluation criterion.

RESOLVED that the Audit Plan for the year ending 31 March 2016 from external auditors be noted.

*Governance & Audit Committee (29.6.16)***51 Internal Audit Papers**

The Committee considered a paper presented by Antony Harvey and Amanda Chalmers of the Southern Internal Audit Partnership, who joined the meeting for the debate on this item and answered members' questions in connection with the report.

The paper provided the Committee with the Chief Internal Auditor's opinion on the overall adequacy and effectiveness of the Council's framework of governance, risk management and control for the year ending 31 March 2016. The Committee was assured that the Council's framework was 'adequate' and where weaknesses had been identified, work had been undertaken with Council management to agree appropriate actions.

During the course of the discussion, members requested clarification on the number of frauds / errors identified as part of their Anti Fraud and Corruption reporting.

RESOLVED that the Annual Internal Audit Report and Opinions for 2015-2016 from the Southern Internal Audit Partnership be approved.

52 Quarterly Update on Corporate Risks from the Executive Board

The Committee considered a report from the Governance and Information Manager providing an update on the highest corporate risks reviewed by the Joint Executive Board on 14 June 2016.

The Chairman requested that a member of the Executive Board be invited to present the Quarterly Update on Corporate Risks at future meetings.

RESOLVED that this item be deferred.

53 Monitoring Officer's Update

The Deputy Monitoring Officer informed the Committee that the Constitution had been amended to reflect the new Scheme of Delegations following the recent Senior Management Resourcing Review. The Committee were also informed that there were currently no outstanding Code of Conduct complaints.

The meeting commenced at 5.00 pm and concluded at 5.44 pm

Internal Audit Progress Report

August 2016

Havant Borough Council

Havant
BOROUGH COUNCIL

**Southern Internal
Audit Partnership**

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Agenda Item 8

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1. Role of Internal Audit

The requirement for an internal audit function in local government is detailed within the Accounts and Audit (England) Regulations 2015, which states that a relevant body must:

‘Undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance.’

The standards for ‘proper practices’ are laid down in the Public Sector Internal Audit Standards [the Standards - updated 2016].

The role of internal audit is best summarised through its definition within the Standards, as an:

‘Independent, objective assurance and consulting activity designed to add value and improve an organisations operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes’.

The Council is responsible for establishing and maintaining appropriate risk management processes, control systems, accounting records and governance arrangements. Internal audit plays a vital role in advising the Council that these arrangements are in place and operating effectively.

The Council’s response to internal audit activity should lead to the strengthening of the control environment and, therefore, contribute to the achievement of the organisations objectives.

2. Purpose of report

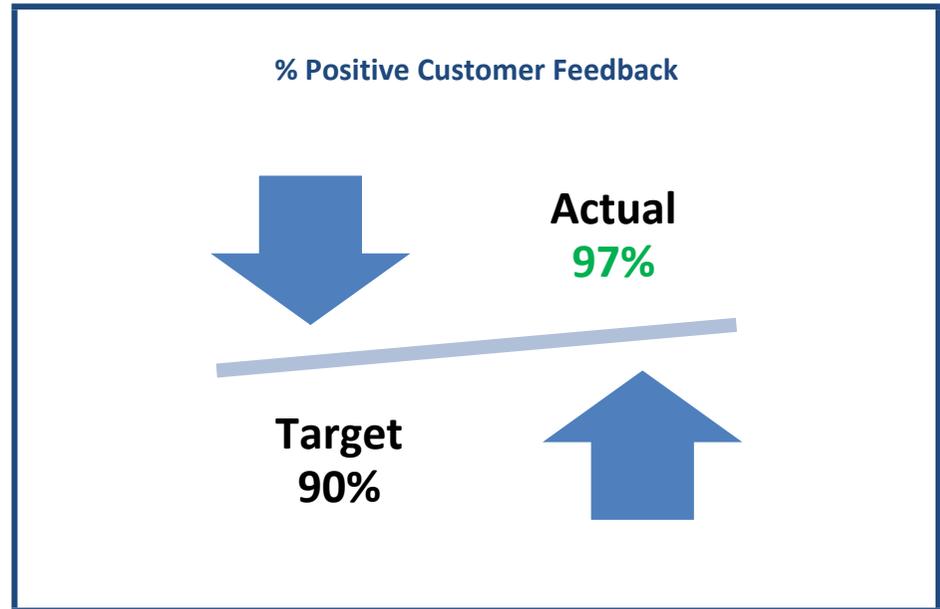
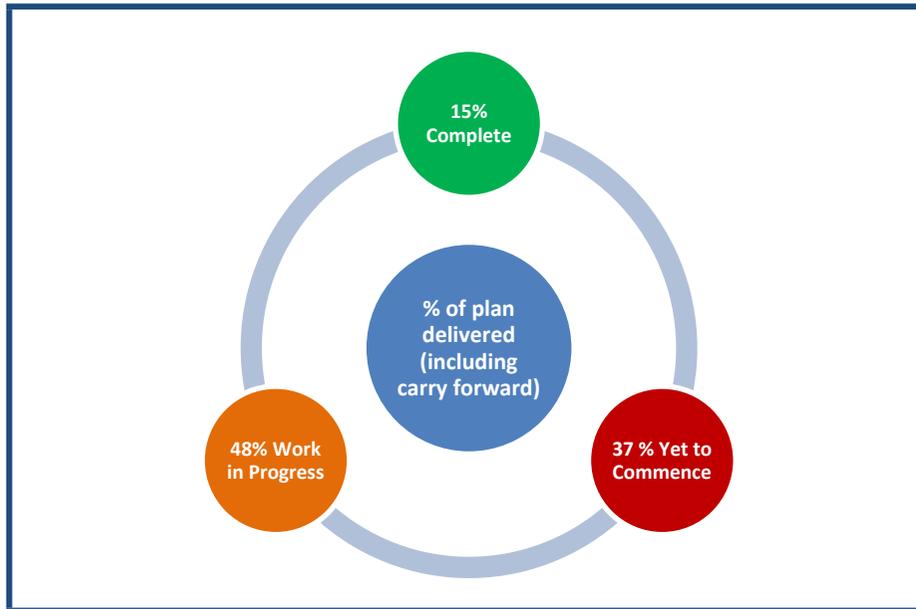
In accordance with proper internal audit practices (Public Sector Internal Audit Standards), and the Internal Audit Charter the Chief Internal Auditor is required to provide a written status report to ‘Senior Management’ and ‘the Board’, summarising:

- The status of ‘live’ internal audit reports;
- an update on progress against the annual audit plan;
- a summary of internal audit performance, planning and resourcing issues; and
- a summary of significant issues that impact on the Chief Internal Auditor’s annual opinion.

Internal audit reviews culminate in an opinion on the assurance that can be placed on the effectiveness of the framework of risk management, control and governance designed to support the achievement of management objectives of the service area under review. Assurance opinions are categorised as follows:

Substantial	A sound framework of internal control is in place and operating effectively. No risks to the achievement of system objectives have been identified
Adequate	Basically a sound framework of internal control with opportunities to improve controls and / or compliance with the control framework. No significant risks to the achievement of system objectives have been identified
Limited	Significant weakness identified in the framework of internal control and / or compliance with the control framework which could place the achievement of system objectives at risk
No	Fundamental weaknesses identified in the framework of internal control or the framework is ineffective or absent with significant risk to the achievement of system objectives

3. Performance dashboard



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Compliance with Public Sector Internal Audit Standards / Local Government Application Note



An 'External Quality Assessment' of the Southern Internal Audit Partnership was undertaken by the Institute of Internal Auditors (IIA) in September 2015. The report concluded:

*'It is our view that the Southern Internal Audit Partnership 'generally conforms' (top grading) to **all** of the principles contained within the International Professional Practice Framework (IPPF); Public Sector Internal Audit Standards (PSIAS); and the Local Government Application Note (LAGN).*

4. Status of 'Live' Reports

Audit Review	Report Date	Audit Sponsor	Assurance Opinion	Management Actions ('High Priority')				
				Reported	Not Accepted	Pending	Cleared	Overdue
Finance - Budgetary Control	13/08/14	HoF	Adequate	2 (0)	0 (0)	0 (0)	2 (0)	0 (0)
Fuel Management	27/10/14	HoES	Adequate	14 (0)	0 (0)	0 (0)	14 (0)	0 (0)
Beach Huts	29/04/15	HoES	Adequate	3 (0)	0 (0)	0 (0)	3 (0)	0 (0)
IT Partnership Agreement	27/05/15	HoPRQ	Adequate	5 (0)	0 (0)	0 (0)	4 (0)	1 (0)
Council Tax	17/06/15	HoCS	Adequate	2 (0)	0 (0)	0 (0)	2 (0)	0 (0)
Depot Services (Stock Control)	26/08/15	HoF	Limited	16 (2)	0 (0)	0 (0)	16 (2)	0 (0)
Land Charges	04/09/15	HoP	Adequate	2 (1)	0 (0)	0 (0)	2 (1)	0 (0)
Human Resources	07/10/15	HoOD	Limited	15 (8)	0 (0)	0 (0)	14 (8)	1 (0)
Broadmarsh – Coastal Revetment Sea Defence Works	23/11/15	HoCP	Adequate	11 (2)	0 (0)	0 (0)	11 (2)	0 (0)
Standing Conference of Problems Associated with the Coastline Accounts (SCOPAC)	10/03/16	HoF	Substantial	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
NNDR	17/02/16	HoCS	Adequate	3 (1)	0 (0)	0 (0)	3 (1)	0 (0)
Insurance	01/04/16	HoF	Adequate	2 (0)	0 (0)	1 (0)	1 (0)	0 (0)
Strategic Planning	27/04/16	HoOD	Substantial	1 (0)	0 (0)	0 (0)	1 (0)	0 (0)
New IT applications/Finance System Access Controls	03/05/16	HoPRQ	Adequate	2 (0)	0 (0)	0 (0)	1 (0)	1 (0)

Audit Review	Report Date	Audit Sponsor	Assurance Opinion	Management Actions ('High Priority')				
				Reported	Not Accepted	Pending	Cleared	Overdue
Budgetary Control	05/05/16	HoF	Substantial	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
Local Government Transparency Code 2015	06/05/16	HoF	Adequate	7 (3)	0 (0)	2 (0)	0 (0)	5 (3)
Main Accounting	06/05/16	HoF	Adequate	5 (1)	0 (0)	1 (0)	3 (1)	1 (0)
Accounts Payable	06/05/16	HoF	Adequate	3 (0)	0 (0)	0 (0)	3 (0)	0 (0)
Performance Management	26/05/16	HoPRQ	Substantial	3 (0)	0 (0)	2 (0)	1 (0)	0 (0)
Accounts Receivable / Debtors Management	15/08/16	HoF	Adequate	3 (0)	0 (0)	2 (0)	1 (0)	0 (0)
Contract Management	16/08/16	HoPRQ	Adequate	3 (2)	0 (0)	1 (0)	2 (2)	0 (0)
Asset Management	07/09/16	HoES	Adequate	11 (0)	0(0)	5 (0)	6 (0)	0 (0)

Audit Sponsor	
Head of Organisational Development	HoOD
Head of Customer Services	HoCS
Head of Finance	HoF

Audit Sponsor	
Head of Programmes, Redesign and Quality	HoPRQ
Head of Research and Marketing	HoRM
Head of Environmental Services	HoES
Head of Planning	HoP
Head of Neighbourhood Support	HoNS
Head of Coastal Partnership	HoCP
Steering Group	SG

5. Executive Summaries of new reports published concluding a 'Limited' or 'No' assurance opinion

There are no new reports published concluding a 'Limited' or 'No' assurance opinion.

6. Fraud and Irregularities

In accordance with the Local Government Transparency Code 2015 there is a requirement on local authorities to publish the following information with regard counter fraud work:

Local Government Transparency Code 2015	01.04.16 – 31.07.16
Part 2 Requirements - Fraud	
Number of occasions powers under the Prevention of Social Housing Fraud (Power to Require Information) (England) Regulations 2014, or similar powers have been used	Nil
Total number (absolute and full time equivalent) of employees undertaking investigations and prosecutions of fraud	2 fte*
Total number (absolute and full time equivalent) of professionally accredited counter fraud specialists	4 fte*
Total amount of time spent by the authority on the investigation and prosecution of fraud	3 days
Total number of fraud cases investigated	0**

*relates to internal audit staff across the wider SIAP only (does not include other areas of the Council that may affect reported figures i.e. legal, HR, Trading Standards, departmental investigating officers etc.)

**the definition of fraud is as set out by the Audit Commission in *Protecting the Public Purse - 'the intentional false representation, including failure to declare information or abuse of position that is carried out to make gain, cause loss or expose another to the risk of loss.'*

7. Planning & Resourcing

The internal audit plan for 2016-17 was discussed by the Executive Board on 09 February 2016 and approved by the Governance and Audit Committee on 02 March 2016.

The audit plan remains fluid to provide a responsive service that reacts to the changing needs of the Council. Progress against the plan is detailed within section 8.

8. Rolling Work Programme

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (✓ on schedule ✗ Delay)	Comment
Carry Forward Reviews									
Asset Management	HoF	✓	✓	✓	✓	✓	Adequate	✓	
Contract Management	HoPRQ	✓	✓	✓	✓	✓	Adequate	✓	
Accounts Receivable / Debt management	HoF	✓	✓	✓	✓	✓	Adequate	✓	
2016-17 Reviews									
Corporate cross cutting									
Business Continuity Planning / Disaster Recovery	HoOD	✓	✓	✓				✓	
Strategic Planning	HoOD								

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (✓ on schedule ✗ Delay)	Comment
Human Resources	HoOD	✓	✓	✓				✓	
Partnerships	SG								
Procurement	HoPRQ	✓	✓	✓	✓			✓	
Risk Management	HoCS	✓	✓	✓				✓	
Health and Safety	HoOD	✓	✓					✓	
Information Governance	HoCS								
Corporate governance									
CIPFA/Tecaff Fraud Survey	HoF	✓	n/a	✓	n/a	✓	n/a	✓	
Proactive Fraud Initiatives	HoF	N/A	N/A	✓				✓	
National Fraud Initiative (NFI)	HoF	N/A	N/A	✓				✓	
Financial management									
Lease Income	HoF	✓	✓	✓	✓			✓	
Benefits	HoCS	✓	✓	✓				✓	
Accounts Payable	HoF	✓	✓	✓				✓	
Main Accounting	HoF								

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (✓ on schedule ✗ Delay)	Comment
Accounts Receivable / Debt Management	HoF								
Information technology									
ICT Contract	SG	✓						✓	
ICT Hosted Services	HoPRQ	✓	✓	✓				✓	
Personalisation Programme	HoRM								
Corporate objectives									
Norse South East – Transition/Mobilisation	HoES	✓	✓	✓				✓	
Norse South East – Governance Arrangements	HoES								
Norse South East – Facilities Costing	HoES								
Thematic Review	HoF								
Developers Obligations and Contributions / Community Infrastructure Levy (CIL)	HoP								

NON-EXEMPT

HAVANT BOROUGH COUNCIL

Governance and Audit Committee

21 September 2016

**LOCAL GOVERNMENT OMBUDSMAN (LGO)
ANNUAL REVIEW LETTER 2016
Democratic Services Officer**

FOR INFORMATION

Key Decision: No

1.0 Purpose of Report

1.1 To outline the Local Government Ombudsman's (LGO) Annual Review Letter 2016.

2.0 Recommendation

2.1 To ask the Committee to note the content of the report attached to this paper.

3.0 Background

3.1 The LGO produces an Annual Review Letter in June of every year. The letter is their annual summary of statistics on the complaints made to them about the authority. This letter is sent to the Leader and Chief Executive of the authority and the administrator for LGO complaints.

3.2 The statistics produced are based on complaints that have been closed by 31 March 2016. This is why the number of complaints and enquires received can differ from decisions made.

4.0 Summary

4.1 12 complaints or enquiries were received by the Ombudsman.

4.2 13 decisions were made by the ombudsman in the same period. 7 of which were referred back to the Council as the complainant had not completed stages 1 2 of the Councils complaints system. 4 complaints were closed by the Ombudsman after initial inquires and 1 complaints were invalid or incomplete. The Ombudsman also undertook 1 investigation, which was not upheld.

5.0 Implications

- 5.1 Resources: There is no financial impact from the outcomes of the report.
- 5.2 Legal: No direct implications
- 5.3 Strategy: No direct implications
- 5.4 Risks: No direct implications
- 5.5 Communications: No direct implications
- 5.6 For the Community: No direct implications

6.0 Consultation:

6.1 Appendices:

1. Annual Review Letter 2016
2. Complaints received in period April 2015 - March 2016
3. Decisions made in period April 2015 - Mar 2016

Agreed and signed off for publication by:

Head of Service:	02.08.16
Head of Finance:	02.08.16
Head of Legal:	02.08.16
Portfolio Holder/Cabinet Lead:	03.08.16

Contact Officer:	Cynthia Haveron
Job Title:	Democratic Services Officer
Telephone:	01730 234092
E-Mail:	Cynthia.haveron@easthants.gov.uk

21 July 2016

By email

Sandy Hopkins
Managing Director
Havant Borough Council

Dear Sandy Hopkins,

Annual Review Letter 2016

I write to you with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2016.

The enclosed tables present the number of complaints and enquiries received and the decisions we made about your authority during the period. I hope that this information will prove helpful in assessing your authority's performance in handling complaints.

Last year we provided information on the number of complaints upheld and not upheld for the first time. In response to council feedback, this year we are providing additional information to focus the statistics more on the outcome from complaints rather than just the amounts received.

We provide a breakdown of the upheld investigations to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us. In addition, we provide a compliance rate for implementing our recommendations to remedy a fault.

I want to emphasise that these statistics comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Effective accountability for devolved authorities

Local government is going through perhaps some of the biggest changes since the LGO was set up more than 40 years ago. The creation of combined authorities and an increase in the number of elected mayors will hugely affect the way local services are held to account. We have already started working with the early combined authorities to help develop principles for effective and accessible complaints systems.

We have also reviewed how we structure our casework teams to provide insight across the emerging combined authority structures. Responding to council feedback, this included reconfirming the Assistant Ombudsman responsible for relationship management with each authority, which we recently communicated to Link Officers through distribution of our manual for working with the LGO.

Supporting local scrutiny

Our corporate strategy is based upon the twin pillars of remedying injustice and improving local public services. The numbers in our annual report demonstrate that we continue to improve the quality of our service in achieving swift redress.

To measure our progress against the objective to improve local services, in March we issued a survey to all councils. I was encouraged to find that 98% of respondents believed that our investigations have had an impact on improving local public services. I am confident that the continued publication of our decisions (alongside an improved facility to browse for them on our website), focus reports on key themes and the data in these annual review letters is helping the sector to learn from its mistakes and support better services for citizens.

The survey also demonstrated a significant proportion of councils are sharing the information we provide with elected members and scrutiny committees. I welcome this approach, and want to take this opportunity to encourage others to do so.

Complaint handling training

We recently refreshed our Effective Complaint Handling courses for local authorities and introduced a new course for independent care providers. We trained over 700 people last year and feedback shows a 96% increase in the number of participants who felt confident in dealing with complaints following the course. To find out more, visit www.lgo.org.uk/training.

Ombudsman reform

You will no doubt be aware that the government has announced the intention to produce draft legislation for the creation of a single ombudsman for public services in England. This is something we support, as it will provide the public with a clearer route to redress in an increasingly complex environment of public service delivery.

We will continue to support government in the realisation of the public service ombudsman, and are advising on the importance of maintaining our 40 years plus experience of working with local government and our understanding its unique accountability structures.

This will also be the last time I write with your annual review. My seven-year term of office as Local Government Ombudsman comes to an end in January 2017. The LGO has gone through extensive change since I took up post in 2010, becoming a much leaner and more focused organisation, and I am confident that it is well prepared for the challenges ahead.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Havant Borough Council
For the Period Ending: 31/03/2016

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	0	0	2	2	2	4	0	12

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
1	0	7	4	1	0	0%	13

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%

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	Reference	Authority	Category	Received
1	14015338	Havant BC	Planning & Development	30/04/15
2	15002671	Havant BC	Benefits & Tax	18/05/15
3	15004003	Havant BC	Environmental Services & Public Protection & Regulation	09/06/15
4	15004732	Havant BC	Housing	22/06/15
5	15006270	Havant BC	Highways & Transport	31/07/15
6	15007986	Havant BC	Planning & Development	12/08/15
7	15010965	Havant BC	Planning & Development	05/10/15
8	15011436	Havant BC	Planning & Development	13/10/15
9	15015497	Havant BC	Highways & Transport	05/01/16
10	15017121	Havant BC	Benefits & Tax	29/01/16
11	15019865	Havant BC	Housing	14/03/16
12	15020469	Havant BC	Environmental Services & Public Protection & Regulation	24/03/16

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	Reference	Authority	Category	Decision Date	Decision	Remedy
1	14017827	Havant BC	Highways & Transport	09/04/15	Closed after initial enquiries	NULL
2	15004003	Havant BC	Environmental Services & Public Protection & Regulation	09/06/15	Referred back for local resolution	NULL
3	15002671	Havant BC	Benefits & Tax	10/06/15	Closed after initial enquiries	NULL
4	15004732	Havant BC	Housing	22/06/15	Referred back for local resolution	NULL
5	15006270	Havant BC	Highways & Transport	26/08/15	Incomplete/Invalid	NULL
6	15007986	Havant BC	Planning & Development	08/09/15	Referred back for local resolution	NULL
7	15011436	Havant BC	Planning & Development	13/10/15	Referred back for local resolution	NULL
8	15010965	Havant BC	Planning & Development	20/10/15	Closed after initial enquiries	NULL
9	14015338	Havant BC	Planning & Development	02/12/15	Not Upheld	NULL
10	15015497	Havant BC	Highways & Transport	26/01/16	Closed after initial enquiries	NULL
11	15017121	Havant BC	Benefits & Tax	29/01/16	Referred back for local resolution	NULL
12	15019865	Havant BC	Housing	14/03/16	Referred back for local resolution	NULL
13	15020469	Havant BC	Environmental Services & Public Protection & Regulation	24/03/16	Referred back for local resolution	NULL

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